

Word Recovery Procedure for the Cisco Catalyst 1700, 1900, 2100

Table of Contents

<u>Password Recovery Procedure for the Cisco Catalyst 1700, 1900, 2100, 2800, and 2820</u>	1
<u>Introduction</u>	1
<u>Before You Begin</u>	1
<u>Conventions</u>	1
<u>Prerequisites</u>	1
<u>Components Used</u>	1
<u>Step-by-Step Procedure</u>	1
<u>Catalyst 1900 and 2820</u>	1
<u>Firmware Version 1.10 and Later</u>	2
<u>Firmware Version 1.09 and Earlier</u>	4
<u>Catalyst 1700, 2100 and 2800</u>	4
<u>Related Information</u>	5

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Introduction

Before You Begin

Conventions

Prerequisites

Components Used

Step-by-Step Procedure

Catalyst 1900 and 2820

Firmware Version 1.10 and Later

Firmware Version 1.09 and Earlier

Catalyst 1700, 2100 and 2800

Related Information

Introduction

This document describes the password recovery procedure for the following Cisco products:

- Cisco Catalyst 1700
- Cisco Catalyst 1900
- Cisco Catalyst 2100
- Cisco Catalyst 2800
- Cisco Catalyst 2820

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

There are no specific prerequisites for this document.

Components Used

The information in this document is obtained by using the following components:

- Cisco Catalyst 1900
- Firmware version: 3.02

Step-by-Step Procedure

Catalyst 1900 and 2820

This procedure will allow you to recover a lost or forgotten password on the Catalyst 1900 or 2820 Series. If you have forgotten or lost the password for the management console, you can display it, or, depending on the

version of the boot firmware you are using, call Cisco Systems to receive the factory–installed password.

Note: This section does not apply to those Catalyst switches that do not have the **Mode** button in their front panel. To recover the password on those switches (for example, Catalyst 1700, 2100, and 2800), please refer to the Firmware Version 1.09 and Earlier section listed at the end of this document.

Check the boot firmware version number from the **Diagnostic Console – Systems Engineering** menu. To access the Systems Engineering menu, follow the procedure below:

1. Disconnect the power cord from the rear panel.
2. Press and hold the **LED Mode** button on the front panel.
3. While holding the **LED Mode** button, reconnect the power cord.
4. Release the **LED Mode** button one or two seconds after the LED above port 1x goes off. You will see the **Diagnostic Console Logon** screen as shown below:

```
-----  
Cisco Systems Diagnostic Console  
Copyright(c) Cisco Systems, Inc. 1999  
All rights reserved.
```

```
Ethernet Address: 00-E0-1E-7E-B4-40  
-----
```

Press **Enter** to continue.

5. Press **Enter** to display the **Diagnostic Console – Systems Engineering** menu.

You will see the following **Systems Engineering** menu:

```
Diagnostic Console - Systems Engineering  
Operation firmware version: 8.00.00 Status: valid  
Boot firmware version: 3.02  
[C] Continue with standard system start up  
[U] Upgrade operation firmware (XMODEM)  
[S] System Debug Interface  
Enter Selection:
```

6. The **bold** letters above show the Boot firmware version. In the example shown above, it is 3.02.

Firmware Version 1.10 and Later

Note: If the shipping date is before June 1997, please refer to the Firmware Version 1.09 and Earlier section of this document, and contact the Cisco Technical Assistance Center (TAC) for password recovery.

Clearing the Password

To clear your password, follow the steps below:

1. Power–cycle the switch.

After POST completes, the following prompt displays:

```
Do you wish to clear the passwords? [Y]es or [N]o:
```

Note: You have ten seconds to respond. If you don't respond within that time, the **Management Console Logon** screen is automatically displayed. You cannot change this waiting period.

2. Enter **[Y]es** to delete the existing password from Nonvolatile RAM (NVRAM).

Note: If you type **[N]o**, the existing password remains valid.

3. Assign a password from the switch management interfaces (management console or Command Line Interface (CLI)).

Viewing the Password

For firmware versions between 1.10 and 3.02, you can view the password you are trying to recover (instead of clearing it as described in the previous section).

1. Access the **Diagnostic Console – Systems Engineering** menu using the same procedure shown earlier
 - a. Disconnect the power cord from the rear panel.
 - b. Press and hold the **LED Mode** button.
 - c. While holding the **LED Mode** button, reconnect the power cord.
 - d. Release the **LED Mode** button one or two seconds after the LED above port 1x goes off.

You will see the following logon screen:

```
-----  
Cisco Systems Diagnostic Console  
Copyright(c) Cisco Systems, Inc. 1999  
All rights reserved.
```

```
Ethernet Address: 00-E0-1E-7E-B4-40  
-----
```

Press **Enter** to continue.

2. Press **Enter** to display the **Diagnostic Console – Systems Engineering** menu. You will see the following **Systems Engineering** menu:

```
Diagnostic Console - Systems Engineering  
  
Operation firmware version: 8.00.00 Status: valid  
  
Boot firmware version: 3.02  
  
[C] Continue with standard system start up  
  
[U] Upgrade operation firmware (XMODEM)  
  
[S] System Debug Interface  
  
Enter Selection:
```

Select **[S]** from the **Diagnostic Console – Systems Engineering** menu to display the **System Debug Interface Menu**. You can use this menu to display the factory-installed management console password and to reset the management console RS-232 interface or the entire switch to the factory defaults

```
Diagnostic Console - System Debug Interface  
  
[G] Generic I/O  
  
[M] Memory (CPU) I/O
```

```
[F] Return system to factory defaults

[R] Reset main console RS232 interface to 9600,8,1,N

[V] View Management Console password

[X] Exit to Previous Menu

Enter Selection:
```

Select **[V]** from the **Diagnostic Console – System Debug Interface** menu to display the management console password. The password will be displayed as shown below:

```
The current management console password is: CISCO
```

3. Now you can use the option **[X]** to return to the **Diagnostic Console – Systems Engineering** menu, and then use **[C]** to continue with the standard system startup which will take you to the **User Interface** menu. If you want to change the password, select the **[M]** (Modify password) option on the **Console Settings** menu. The system will ask you to enter the old password, and then the new password.

Firmware Version 1.09 and Earlier

Note: If the shipping date is before June 1997, please gather the information listed in this section, and contact the Cisco Technical Assistance Center (TAC) for password recovery.

Note: This section is also applicable for those Catalyst 2800 switches that do not have the **Mode** button in their front panel.

To recover your password, follow the steps below:

1. Contact the Cisco TAC for the factory–installed password. For security reasons, the factory–installed passwords are not made available on the Cisco web site.
2. Provide the serial number and/or Media Access Control (MAC) address of the switch.

The serial number is usually located on the back of the unit. To obtain the MAC address, remove the cover and read the Ethernet address of the Programmable Read–Only Memory (PROM).

Catalyst 1700, 2100 and 2800

There is no standard password recovery procedure for the Cisco Catalyst 1700, 2100 and 2800 products. If you forget the password, the Cisco device can be accessed by using the factory–installed password. Once you gain access to the device using the factory–installed password, you can change the password to a known password.

Note: This section is also applicable for those Catalyst 2800 switches that do not have the **LED Mode** button in their front panel

To recover your password, follow the steps below:

1. For security reasons, the factory–installed passwords are not made available on the Cisco web site. Contact the Cisco TAC for the factory–installed password.
2. Provide the serial number and/or Media Access Control (MAC) address of the switch.

The serial number is usually located on the back of the unit. To obtain the MAC address, remove the cover and read the Ethernet address of the Programmable Read–Only Memory (PROM).

Related Information

- [Troubleshooting](#)
 - [Technical Support – Cisco Systems](#)
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